

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Human Resource Management	Application Services	Danielle Hood	1 0	1 0
		Dustin Crump	1 0	1 0
		Tony Larsen	3 0	3 0
		Assigned to Individual Total	5 0	5 0
	Capitol Desktop Support	Brian Bintz	9 2	9 2
		Chad Poll	1 1	1 1
		Joshua Furgason	1 1	1 1
		Tom Hanson	1 0	1 0
		Assigned to Individual Total	12 4	12 4
	Capitol Hosting	Kyle Burkhardt	1 0	1 0
		Assigned to Individual Total	1 0	1 0

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

			Low	FCR Total
Human Resource Management	Enterprise Security	Bobette Phillips	1 0	1 0
		Jed Johnson	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Help Desk	Brenda Treadway	2 2	2 2
		Eileen Dubach	3 3	3 3
		James Stearns	3 3	3 3
		Julie VanBeekum	2 2	2 2
		Sarah Johnson	2 0	2 0
		Vicky Marrelli	2 2	2 2
		Assigned to Individual Total	14 12	14 12
	Metro A Desktop Support	Adam Staks	1 0	1 0
		Eric A Sedgwick	1 1	1 1
		Kraig Ellis	1 0	1 0
		Nancy Hachmeister	5 0	5 0

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

			Low	FCR Total
Human Resource Management	Metro A Desktop Support	Robert Wall	3 1	3 1
		Assigned to Individual Total	11 2	11 2
	Metro A Help Desk	Ed Conrad	3 3	3 3
		Edward Fortner	1 1	1 1
		Liz Evans	1 1	1 1
		Assigned to Individual Total	5 5	5 5
	Metro A Hosting	Tom Carney	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro B Desktop Support	Austin Farey	1 0	1 0
		Cindy Reed	1 1	1 1
		Jay Locker	1 0	1 0
		Mike Wilde	1 0	1 0
		Peter Musser	1 0	1 0
		Sean Chadbourne	2 0	2 0

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

			Low	FCR Total
Human Resource Management	Metro B Desktop Support	Tyler Pearce	2 0	2 0
		Assigned to Individual Total	9 1	9 1
	Metro B Help Desk	Gavin Barney	1 1	1 1
		Todd Manning	3 2	3 2
		Torri Randa	1 1	1 1
		Val Shepherd	3 2	3 2
		Assigned to Individual Total	8 6	8 6
	Metro C Help Desk	Diane Christensen	2 2	2 2
		Karen Gross	1 1	1 1
		Ross Owen	1 1	1 1
		Assigned to Individual Total	4 4	4 4
	Metro D Desktop Support	Rod Tucker	1 1	1 1
		Steve Gibb	1 0	1 0
		Assigned to Individual Total	2 1	2 1

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

			Low	FCR Total
Human Resource Management	Metro D Help Desk	John Robinson	2 1	2 1
		Assigned to Individual Total	2 1	2 1
	Operations Production Control	Cal Brinton	1 0	1 0
		Christie Burnham	1 1	1 1
		Assigned to Individual Total	2 1	2 1
	PCHELPS Gmail	Chris Olson	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Rural Central Desktop Support	Gerald Adams	1 0	1 0
		Robert Case	1 1	1 1
		Assigned to Individual Total	2 1	2 1
	Voice Operations	Romanza Hamblin Sorensen	3 2	3 2
		Assigned to Individual Total	3 2	3 2
	Assigned Group Total		84 40	84 40
Customer Company Total			84 40	84 40

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
Human Resource Management	Application Services	Danielle Hood	1 1	1 1
		Dustin Crump	1 0	1 0
		Tony Larsen	3 2	3 2
		Assigned to Individual Total	5 3	5 3
	Capitol Desktop Support	Brian Bintz	9 1	9 1
		Chad Poll	1 0	1 0
		Joshua Furgason	1 0	1 0
		Tom Hanson	1 0	1 0
		Assigned to Individual Total	12 1	12 1
	Capitol Hosting	Kyle Burkhardt	1 0	1 0
		Assigned to Individual Total	1 0	1 0

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

			Low	MIR Total
Human Resource Management	Enterprise Security	Bobette Phillips	1 0	1 0
		Jed Johnson	1 1	1 1
		Assigned to Individual Total	2 1	2 1
	Help Desk	Brenda Treadway	2 0	2 0
		Eileen Dubach	3 0	3 0
		James Stearns	3 1	3 1
		Julie VanBeekum	2 0	2 0
		Sarah Johnson	2 0	2 0
		Vicky Marrelli	2 0	2 0
		Assigned to Individual Total	14 1	14 1
	Metro A Desktop Support	Adam Staks	1 0	1 0
		Eric A Sedgwick	1 0	1 0
		Kraig Ellis	1 0	1 0
		Nancy Hachmeister	5 0	5 0

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

			Low	MIR Total
Human Resource Management	Metro A Desktop Support	Robert Wall	3 0	3 0
		Assigned to Individual Total	11 0	11 0
	Metro A Help Desk	Ed Conrad	3 0	3 0
		Edward Fortner	1 0	1 0
		Liz Evans	1 0	1 0
		Assigned to Individual Total	5 0	5 0
	Metro A Hosting	Tom Carney	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro B Desktop Support	Austin Farey	1 0	1 0
		Cindy Reed	1 0	1 0
		Jay Locker	1 0	1 0
		Mike Wilde	1 0	1 0
		Peter Musser	1 0	1 0
		Sean Chadbourne	2 0	2 0

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

			Low	MIR Total
Human Resource Management	Metro B Desktop Support	Tyler Pearce	2 0	2 0
		Assigned to Individual Total	9 0	9 0
	Metro B Help Desk	Gavin Barney	1 0	1 0
		Todd Manning	3 0	3 0
		Torri Randa	1 0	1 0
		Val Shepherd	3 0	3 0
		Assigned to Individual Total	8 0	8 0
	Metro C Help Desk	Diane Christensen	2 0	2 0
		Karen Gross	1 0	1 0
		Ross Owen	1 0	1 0
		Assigned to Individual Total	4 0	4 0
	Metro D Desktop Support	Rod Tucker	1 0	1 0
		Steve Gibb	1 0	1 0
		Assigned to Individual Total	2 0	2 0

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

			Low	MIR Total
Human Resource Management	Metro D Help Desk	John Robinson	20	20
		Assigned to Individual Total	20	20
	Operations Production Control	Cal Brinton	10	10
		Christie Burnham	10	10
		Assigned to Individual Total	20	20
	PCHELPS Gmail	Chris Olson	10	10
		Assigned to Individual Total	10	10
	Rural Central Desktop Support	Gerald Adams	10	10
		Robert Case	10	10
		Assigned to Individual Total	20	20
	Voice Operations	Romanza Hamblin Sorensen	30	30
		Assigned to Individual Total	30	30
Assigned Group Total		846	846	
Customer Company Total			846	846

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Human Resource Management	Application Services	Danielle Hood	1 17.64	1 17.64
		Dustin Crump	1 0.06	1 0.06
		Tony Larsen	3 16.18	3 16.18
		Assigned to Individual Total	5 13.25	5 13.25
	Capitol Desktop Support	Brian Bintz	9 0.32	9 0.32
		Chad Poll	1 0.00	1 0.00
		Joshua Furgason	1 0.00	1 0.00
		Tom Hanson	1 0.11	1 0.11
		Assigned to Individual Total	12 0.25	12 0.25
	Capitol Hosting	Kyle Burkhardt	1 0.09	1 0.09
		Assigned to Individual Total	1 0.09	1 0.09

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

			Low	ATTIR Total
Human Resource Management	Enterprise Security	Bobette Phillips	1 0.90	1 0.90
		Jed Johnson	1 1.69	1 1.69
		Assigned to Individual Total	2 1.29	2 1.29
	Help Desk	Brenda Treadway	2 0.00	2 0.00
		Eileen Dubach	3 0.00	3 0.00
		James Stearns	3 0.54	3 0.54
		Julie VanBeekum	2 0.26	2 0.26
		Sarah Johnson	2 0.03	2 0.03
		Vicky Marrelli	2 0.19	2 0.19
		Assigned to Individual Total	14 0.18	14 0.18
	Metro A Desktop Support	Adam Staks	1 0.17	1 0.17
		Eric A Sedgwick	1 0.00	1 0.00
		Kraig Ellis	1 0.10	1 0.10
		Nancy Hachmeister	5 0.12	5 0.12

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

			Low	ATTIR Total
Human Resource Management	Metro A Desktop Support	Robert Wall	3 0.01	3 0.01
		Assigned to Individual Total	11 0.08	11 0.08
	Metro A Help Desk	Ed Conrad	3 0.00	3 0.00
		Edward Fortner	1 0.00	1 0.00
		Liz Evans	1 0.00	1 0.00
		Assigned to Individual Total	5 0.00	5 0.00
	Metro A Hosting	Tom Carney	1 0.04	1 0.04
		Assigned to Individual Total	1 0.04	1 0.04
	Metro B Desktop Support	Austin Farey	1 0.15	1 0.15
		Cindy Reed	1 0.00	1 0.00
		Jay Locker	1 0.24	1 0.24
		Mike Wilde	1 0.39	1 0.39
		Peter Musser	1 0.09	1 0.09
		Sean Chadbourne	2 0.19	2 0.19

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

			Low	ATTIR Total
Human Resource Management	Metro B Desktop Support	Tyler Pearce	2 0.21	2 0.21
		Assigned to Individual Total	9 0.19	9 0.19
	Metro B Help Desk	Gavin Barney	1 0.00	1 0.00
		Todd Manning	3 0.18	3 0.18
		Torri Randa	1 0.00	1 0.00
		Val Shepherd	3 0.22	3 0.22
		Assigned to Individual Total	8 0.15	8 0.15
	Metro C Help Desk	Diane Christensen	2 0.00	2 0.00
		Karen Gross	1 0.00	1 0.00
		Ross Owen	1 0.00	1 0.00
		Assigned to Individual Total	4 0.00	4 0.00
	Metro D Desktop Support	Rod Tucker	1 0.00	1 0.00
		Steve Gibb	1 0.27	1 0.27
		Assigned to Individual Total	2 0.14	2 0.14

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

			Low	ATTIR Total
Human Resource Management	Metro D Help Desk	John Robinson	2 0.22	2 0.22
		Assigned to Individual Total	2 0.22	2 0.22
	Operations Production Control	Cal Brinton	1 0.00	1 0.00
		Christie Burnham	1 0.00	1 0.00
		Assigned to Individual Total	2 0.00	2 0.00
	PCHELPS Gmail	Chris Olson	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Rural Central Desktop Support	Gerald Adams	1 0.00	1 0.00
		Robert Case	1 0.00	1 0.00
		Assigned to Individual Total	2 0.00	2 0.00
	Voice Operations	Romanza Hamblin Sorensen	3 0.17	3 0.17
		Assigned to Individual Total	3 0.17	3 0.17
	Assigned Group Total		84 0.95	84 0.95
Customer Company Total			84 0.95	84 0.95

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Human Resource Management	Application Services	Danielle Hood	1 1	1 1
		Dustin Crump	1 0	1 0
		Tony Larsen	3 2	3 2
		Assigned to Individual Total	5 3	5 3
	Capitol Desktop Support	Brian Bintz	9 0	9 0
		Chad Poll	1 0	1 0
		Joshua Furgason	1 0	1 0
		Tom Hanson	1 0	1 0
		Assigned to Individual Total	12 0	12 0
	Capitol Hosting	Kyle Burkhardt	1 0	1 0
		Assigned to Individual Total	1 0	1 0

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

			Low	MR Total
Human Resource Management	Enterprise Security	Bobette Phillips	1 0	1 0
		Jed Johnson	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Help Desk	Brenda Treadway	2 0	2 0
		Eileen Dubach	3 0	3 0
		James Stearns	3 0	3 0
		Julie VanBeekum	2 0	2 0
		Sarah Johnson	2 0	2 0
		Vicky Marrelli	2 0	2 0
		Assigned to Individual Total	14 0	14 0
	Metro A Desktop Support	Adam Staks	1 0	1 0
		Eric A Sedgwick	1 0	1 0
		Kraig Ellis	1 0	1 0
		Nancy Hachmeister	5 0	5 0

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

			Low	MR Total
Human Resource Management	Metro A Desktop Support	Robert Wall	3 0	3 0
		Assigned to Individual Total	11 0	11 0
	Metro A Help Desk	Ed Conrad	3 0	3 0
		Edward Fortner	1 0	1 0
		Liz Evans	1 0	1 0
		Assigned to Individual Total	5 0	5 0
	Metro A Hosting	Tom Carney	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro B Desktop Support	Austin Farey	1 0	1 0
		Cindy Reed	1 0	1 0
		Jay Locker	1 0	1 0
		Mike Wilde	1 0	1 0
		Peter Musser	1 0	1 0
		Sean Chadbourne	2 0	2 0

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

			Low	MR Total
Human Resource Management	Metro B Desktop Support	Tyler Pearce	2 0	2 0
		Assigned to Individual Total	9 0	9 0
	Metro B Help Desk	Gavin Barney	1 0	1 0
		Todd Manning	3 0	3 0
		Torri Randa	1 0	1 0
		Val Shepherd	3 0	3 0
		Assigned to Individual Total	8 0	8 0
	Metro C Help Desk	Diane Christensen	2 0	2 0
		Karen Gross	1 0	1 0
		Ross Owen	1 0	1 0
		Assigned to Individual Total	4 0	4 0
	Metro D Desktop Support	Rod Tucker	1 0	1 0
		Steve Gibb	1 0	1 0
		Assigned to Individual Total	2 0	2 0

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

			Low	MR Total
Human Resource Management	Metro D Help Desk	John Robinson	20	20
		Assigned to Individual Total	20	20
	Operations Production Control	Cal Brinton	10	10
		Christie Burnham	10	10
		Assigned to Individual Total	20	20
	PCHELPS Gmail	Chris Olson	10	10
		Assigned to Individual Total	10	10
	Rural Central Desktop Support	Gerald Adams	10	10
		Robert Case	10	10
		Assigned to Individual Total	20	20
	Voice Operations	Romanza Hamblin Sorensen	30	30
		Assigned to Individual Total	30	30
Assigned Group Total		843	843	
Customer Company Total			843	843

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Human Resource Management	Application Services	Danielle Hood	1 18.81	1 18.81
		Dustin Crump	1 2.61	1 2.61
		Tony Larsen	3 20.42	3 20.42
		Assigned to Individual Total	5 16.53	5 16.53
	Capitol Desktop Support	Brian Bintz	9 1.77	9 1.77
		Chad Poll	1 0.00	1 0.00
		Joshua Furgason	1 0.00	1 0.00
		Tom Hanson	1 0.44	1 0.44
		Assigned to Individual Total	12 1.37	12 1.37
	Capitol Hosting	Kyle Burkhardt	1 4.80	1 4.80
		Assigned to Individual Total	1 4.80	1 4.80

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

			Low	ATTR Total
Human Resource Management	Enterprise Security	Bobette Phillips	1 1.00	1 1.00
		Jed Johnson	1 3.03	1 3.03
		Assigned to Individual Total	2 2.02	2 2.02
	Help Desk	Brenda Treadway	2 0.00	2 0.00
		Eileen Dubach	3 0.00	3 0.00
		James Stearns	3 0.54	3 0.54
		Julie VanBeekum	2 0.43	2 0.43
		Sarah Johnson	2 1.08	2 1.08
		Vicky Marrelli	2 1.06	2 1.06
		Assigned to Individual Total	14 0.52	14 0.52
	Metro A Desktop Support	Adam Staks	1 0.17	1 0.17
		Eric A Sedgwick	1 0.51	1 0.51
		Kraig Ellis	1 0.10	1 0.10
		Nancy Hachmeister	5 1.37	5 1.37

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

			Low	ATTR Total
Human Resource Management	Metro A Desktop Support	Robert Wall	3 1.14	3 1.14
		Assigned to Individual Total	11 1.00	11 1.00
	Metro A Help Desk	Ed Conrad	3 0.00	3 0.00
		Edward Fortner	1 0.00	1 0.00
		Liz Evans	1 0.00	1 0.00
		Assigned to Individual Total	5 0.00	5 0.00
	Metro A Hosting	Tom Carney	1 1.15	1 1.15
		Assigned to Individual Total	1 1.15	1 1.15
	Metro B Desktop Support	Austin Farey	1 0.15	1 0.15
		Cindy Reed	1 1.67	1 1.67
		Jay Locker	1 0.46	1 0.46
		Mike Wilde	1 0.39	1 0.39
		Peter Musser	1 0.09	1 0.09
		Sean Chadbourne	2 0.30	2 0.30

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

			Low	ATTR Total
Human Resource Management	Metro B Desktop Support	Tyler Pearce	2 0.21	2 0.21
		Assigned to Individual Total	9 0.42	9 0.42
	Metro B Help Desk	Gavin Barney	1 0.00	1 0.00
		Todd Manning	3 0.18	3 0.18
		Torri Randa	1 0.00	1 0.00
		Val Shepherd	3 0.45	3 0.45
		Assigned to Individual Total	8 0.20	8 0.20
	Metro C Help Desk	Diane Christensen	2 0.05	2 0.05
		Karen Gross	1 0.00	1 0.00
		Ross Owen	1	1
		Assigned to Individual Total	4 0.03	4 0.03
	Metro D Desktop Support	Rod Tucker	1 0.00	1 0.00
		Steve Gibb	1 0.76	1 0.76
		Assigned to Individual Total	2 0.38	2 0.38

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

			Low	ATTR Total
Human Resource Management	Metro D Help Desk	John Robinson	2 0.25	2 0.25
		Assigned to Individual Total	2 0.25	2 0.25
	Operations Production Control	Cal Brinton	1 0.00	1 0.00
		Christie Burnham	1 0.00	1 0.00
		Assigned to Individual Total	2 0.00	2 0.00
	PCHELPS Gmail	Chris Olson	1	1
		Assigned to Individual Total	1	1
	Rural Central Desktop Support	Gerald Adams	1 0.00	1 0.00
		Robert Case	1 0.00	1 0.00
		Assigned to Individual Total	2 0.00	2 0.00
	Voice Operations	Romanza Hamblin Sorensen	3 0.87	3 0.87
		Assigned to Individual Total	3 0.87	3 0.87
	Assigned Group Total		84 1.70	84 1.70
Customer Company Total			84 1.70	84 1.70

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

Detail

INC000000587624	Geri Jones	Application	Error	Utah Master Directory	TIR Missed: No	0.28
Help Desk	Julie VanBeekum	Human Resource Management	Low	Closed	TTR Missed: No	0.63
INC000000599739	Jennifer Wakefield	None	None	None	TIR Missed: No	0.03
Metro A Desktop Support	Nancy Hachmeister	Human Resource Management	Low	Closed	TTR Missed: No	5.84
INC000000601692	Enid Bourgeois	Telecom	Voice Mail	Telephone	TIR Missed: No	0.11
Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low	Closed	TTR Missed: No	0.89
INC000000601824	Alan Lake	Application	None	Gmail	TIR Missed: No	0.11
Application Services	Tony Larsen	Human Resource Management	Low	Closed	TTR Missed: No	0.11
INC000000601948	Jennifer Wakefield	PC/Laptop	Performance	None	TIR Missed: No	0.09
Metro A Desktop Support	Nancy Hachmeister	Human Resource Management	Low	Closed	TTR Missed: No	0.09
INC000000602045	Letty Debenham	Network	Incident	None	TIR Missed: No	0.17
Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	2.47
INC000000602083	Jennifer Wakefield	None	None	None	TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Human Resource Management	Low	Closed	TTR Missed: No	0.02
INC000000602313	Jennifer Wakefield	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.19
Metro A Desktop Support	Nancy Hachmeister	Human Resource Management	Low	Closed	TTR Missed: No	0.58
INC000000602427	Aubrey Garduno	Application	None	Cisco AnyConnect VPN Client	TIR Missed: No	0.29
Metro A Desktop Support	Nancy Hachmeister	Human Resource Management	Low	Closed	TTR Missed: No	0.30
INC000000602741	Christa Rowland	Application	Password	PGP	TIR Missed: No	0.10
Metro A Desktop Support	Kraig Ellis	Human Resource Management	Low	Closed	TTR Missed: No	0.10
INC000000602969	Brenda May	Network	Incident	None	TIR Missed: Yes	1.17
Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	1.28
INC000000603012	Dave Rodemack	Application	None	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000603071	Tami Hart	Network	Performance	None	TIR Missed: No	0.26
Metro B Desktop Support	Sean Chadbourne	Human Resource Management	Low	Closed	TTR Missed: No	0.37
INC000000603363	Enid Bourgeois	Telecom	Voice Mail	None	TIR Missed: No	0.19
Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low	Closed	TTR Missed: No	0.23
INC000000603514	Con Whipple	PC/Laptop	Performance	None	TIR Missed: No	0.12
Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	1.80
INC000000603914	Carlos Rodriguez	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Human Resource Management	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

INC000000604179	Colette Hudson	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000604606	Trish Anderson	PC/Laptop	Performance	None	TIR Missed: No	0.09
Metro B Desktop Support	Peter Musser	Human Resource Management	Low	Closed	TTR Missed: No	0.09
INC000000604828	Cathy Lewis	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000605000	Joel Chibota	Billing	None	Cisco AnyConnect VPN Client	TIR Missed: No	0.08
Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	1.86
INC000000605810	Kaye Crawford	None	None	Adobe Acrobat	TIR Missed: No	0.00
Metro B Desktop Support	Cindy Reed	Human Resource Management	Low	Closed	TTR Missed: No	1.67
INC000000606614	Dana Powers	None	None	None	TIR Missed: No	0.01
Metro A Desktop Support	Robert Wall	Human Resource Management	Low	Closed	TTR Missed: No	0.04
INC000000606804	Karen Harris	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000606905	Carlos Rodriguez	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000606928	Michelle Campbell	Network	Incident	None	TIR Missed: No	0.04
Metro A Hosting	Tom Carney	Human Resource Management	Low	Closed	TTR Missed: No	1.15
INC000000607031	Sarah W Thomson	Application	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000607083	Jennifer Wakefield	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000607463	Kim Diamond-Smith	Application	None	Gmail	TIR Missed: No	0.00
PCHELPS Gmail	Chris Olson	Human Resource Management	Low	Closed	TTR Missed: No	
INC000000607472	Dana Powers	Mobile Devices	None	None	TIR Missed: No	0.02
Help Desk	Sarah Johnson	Human Resource Management	Low	Closed	TTR Missed: No	1.06
INC000000607606	Carrie Stevenson	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000607731	Bart Olsen	Mobile Devices	Error	iPhone	TIR Missed: No	0.04
Help Desk	Sarah Johnson	Human Resource Management	Low	Closed	TTR Missed: No	1.11
INC000000608411	Kim Diamond-Smith	None	None	None	TIR Missed: No	0.24
Metro B Desktop Support	Jay Locker	Human Resource Management	Low	Closed	TTR Missed: No	0.46
INC000000608420	Angela Abbott	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Joshua Furgason	Human Resource Management	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

INC000000608446	Debbie Martinez-Orth	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000608523	Debbie Cragun	PC/Laptop	None	None	TIR Missed: No	0.52
Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	2.22
INC000000608535	Debbie Martinez-Orth	Application	None	Utah Master Directory	TIR Missed: No	0.24
Help Desk	Julie VanBeekum	Human Resource Management	Low	Closed	TTR Missed: No	0.24
INC000000608631	Mike Tribe	Application	None	Microsoft Windows 7	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000608753	Trish Anderson	Application	Password	Utah Master Directory	TIR Missed: Yes	1.61
Help Desk	James Stearns	Human Resource Management	Low	Closed	TTR Missed: No	1.61
INC000000608806	Kim Diamond-Smith	None	None	Gmail	TIR Missed: No	0.12
Metro B Desktop Support	Sean Chadbourne	Human Resource Management	Low	Closed	TTR Missed: No	0.23
INC000000608984	Dana Powers	None	None	None	TIR Missed: No	0.01
Metro A Desktop Support	Robert Wall	Human Resource Management	Low	Closed	TTR Missed: No	3.34
INC000000609523	Brooke Baker	None	None	Gmail	TIR Missed: Yes	17.64
Application Services	Danielle Hood	Human Resource Management	Low	Closed	TTR Missed: Yes	18.81
INC000000609568	Melissa Little	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Resource Management	Low	Closed	TTR Missed: No	
INC000000610753	Matthew Goms	PC/Laptop	Error	None	TIR Missed: No	0.37
Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	5.32
INC000000610817	Dana Powers	None	None	None	TIR Missed: No	0.02
Metro A Desktop Support	Robert Wall	Human Resource Management	Low	Closed	TTR Missed: No	0.04
INC000000610844	Con Whipple	Application	None	Gmail	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000610922	Paul Morley	Application	None	Gmail	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Resource Management	Low	Resolved	TTR Missed: No	
INC000000610984	Michelle Campbell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000611295	Paul Morley	Application	Error	Gmail	TIR Missed: Yes	18.00
Application Services	Tony Larsen	Human Resource Management	Low	Resolved	TTR Missed: Yes	25.87
INC000000611378	Michelle Campbell	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000612029	Rachel Dodge	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.04

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

INC000000612161	Kathryn Medina	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.39
	Metro B Desktop Support	Mike Wilde	Human Resource Management	Low	Closed	TTR Missed: No	0.39
INC000000612449	Patty Young	Application	Error	Gmail		TIR Missed: No	0.05
	Metro B Desktop Support	Tyler Pearce	Human Resource Management	Low	Resolved	TTR Missed: No	0.05
INC000000612545	Rick Hughes	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.15
	Metro B Desktop Support	Austin Farey	Human Resource Management	Low	Resolved	TTR Missed: No	0.15
INC000000612597	Ashley Nelsen	Application	Reporting	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000612679	Laura Pouillon	Application	Error	None		TIR Missed: No	0.09
	Capitol Hosting	Kyle Burkhardt	Human Resource Management	Low	Resolved	TTR Missed: No	4.80
INC000000612803	Jay Jensen	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Human Resource Management	Low	Resolved	TTR Missed: No	0.51
INC000000612908	Sarah Liufau	Telecom	Voice Mail	Telephone		TIR Missed: No	0.20
	Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low	Resolved	TTR Missed: No	1.50
INC000000612976	Peggy Romney	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000613084	Carlos Rodriguez	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Human Resource Management	Low	Resolved	TTR Missed: No	0.10
INC000000613276	Jay Jensen	Application	Password	Content Manager		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000613309	Angela Rhodes	Application	Error	None		TIR Missed: No	0.27
	Metro D Desktop Support	Steve Gibb	Human Resource Management	Low	Resolved	TTR Missed: No	0.76
INC000000613476	Larene Wyss	Application	Error	Gmail		TIR Missed: Yes	30.44
	Application Services	Tony Larsen	Human Resource Management	Low	Resolved	TTR Missed: Yes	35.27
INC000000613482	Jay Jensen	None	None	Gmail		TIR Missed: No	0.11
	Capitol Desktop Support	Tom Hanson	Human Resource Management	Low	Resolved	TTR Missed: No	0.44
INC000000613545	Jay Jensen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000613631	Carrie Frampton	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.02
INC000000613635	Tina Sweet	PC/Laptop	Hardware	None		TIR Missed: No	0.41
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.94
INC000000613754	Kaye Crawford	Application	None	Microsoft Excel		TIR Missed: No	0.53
	Metro B Help Desk	Todd Manning	Human Resource Management	Low	Resolved	TTR Missed: No	0.53

Enterprise Incident Report November 2012

As of 12/4/2012

Human Resource Management

INC000000613765	Aubrey Garduno	None	None	Gmail		TIR Missed: No	0.90
	Enterprise Security	Bobette Phillips	Human Resource Management	Low	Resolved	TTR Missed: No	1.00
INC000000613788	Kim Diamond-Smith	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Resolved	TTR Missed: No	
INC000000614098	Tami Hart	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000614127	Michelle Imperiale	Application	None	Gmail		TIR Missed: No	0.44
	Metro D Help Desk	John Robinson	Human Resource Management	Low	Resolved	TTR Missed: No	0.49
INC000000614906	Nancy Bauman	None	None	None		TIR Missed: No	0.37
	Metro B Desktop Support	Tyler Pearce	Human Resource Management	Low	Resolved	TTR Missed: No	0.37
INC000000615448	Brenda May	Application	None	Utah Master Directory		TIR Missed: No	0.66
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Resolved	TTR Missed: No	0.90
INC000000615732	Christa Rowland	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000616049	Letty Debenham	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000616407	Sherry Saracino	None	None	None		TIR Missed: Yes	1.69
	Enterprise Security	Jed Johnson	Human Resource Management	Low	Resolved	TTR Missed: No	3.03
INC000000616622	Debbie Martinez-Orth	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.17
	Metro A Desktop Support	Adam Staks	Human Resource Management	Low	Resolved	TTR Missed: No	0.17
INC000000617086	Bryan Embley	Application	Password	Utah Master Directory		TIR Missed: No	0.38
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Resolved	TTR Missed: No	2.12
INC000000617246	Carmen Nichol	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000617545	Teri Mckinnon	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000617604	Alan Owens	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000617642	Alan Lake	Mobile Devices	None	iPhone		TIR Missed: No	0.06
	Application Services	Dustin Crump	Human Resource Management	Low	Resolved	TTR Missed: No	2.61
INC000000617677	Rosanne Ricks	Application	Error	Adobe Flash		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000617695	Dana Powers	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Human Resource Management	Low	Resolved	TTR Missed: No	0.00